MANITOBA'S GUIDELINES ON ACCESS TO GOVERNMENT

PUBLICATIONS
PUBLIC MEETINGS AND HEARINGS
SERVICES

THE UN DECADE OF DISABLED PERSONS IN MANITOBA

Breaking barriers!

This publication is available in large print, audiotape or braille on request.

91-06469/

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In June 1989 the Manitoba government announced new policies to improve access for disabled persons to government services, publications, public meetings and hearings. These guidelines, based on the policies, will help government departments to respond effectively to requests and to be sensitive to the needs of disabled persons.

ACCESS TO GOVERNMENT PUBLICATIONS

THE POLICY

"To ensure that persons with print handicaps have reasonable access to provincial publications in the format of their choice, and that such materials are provided in a timely fashion and at the same cost normally charged to persons who are not disabled."

Print Handicaps

In addition to blind and visually-impaired persons, this includes those who cannot hold books and turn pages. It may also include persons with developmental or learning disabilities who have problems reading print but who have a much easier time with the spoken word. About 14 persons per 1,000 have difficulty reading regular print.

Contact Person

Each department should designate a contact person to handle all requests for departmental publications in alternate formats, for example, a staff person from the communications branch. The contact person should be familiar with various formats and services outlined in these guidelines.

In addition, the Access Co-ordinator in Statutory Publications will also handle requests for statutes and regulations.

Reasonable Access

Self-identification as print-handicapped should be accepted generally. Any request should be considered a request for reasonable access.

Access to government publications will be provided generally by responding to demand. However, there may be instances where alternate formats should be produced in advance when the publication is likely to be of interest to print-handicapped persons

A short statement should be printed in publications indicating where requests may be made.

Example: "This publication is available in large print, audiotape or braille on request. Please contact the Communications Branch."

Types of Access

There are several types of access:

large print

audiotape

braille

the services of a reader.

Large print typically consists of letters in 14 pt. type or larger. It can be set in that size or enlarged from regular print.

Audiotapes are recorded from text in soundproof studios according to accepted standards of narration and format. About 15% of print-handicapped persons in Canada prefer this method.

Braille is a tactile reading system of raised dots on paper. The use of braille is fairly limited, i.e., about 5% of print-handicapped persons in Canada. It includes people who were born blind or who became blind in their early years. Only some of those who read braille prefer this method. Most braille readers can also use audiotape.

Service Options

Quick Service Options

- reading a particular short section of a publication when this is agreeable to the person making the request
- arranging for an appropriate staff person to explain the information
- enlarging the publication or a short section from it to large print format using photocopy equipment in your area. See Standards for Large Print Production on pages 11-12.

Regular Service Options

The contact person should determine the specific nature of the request:

- Is the entire document needed or only some sections?
- When is it required?
- Which format is preferred and acceptable?
- Is an exact graphic reproduction important, e.g., maps or lay-out, or only the meaning of the text?
- Will the document be kept or returned?

The contact person should check to see whether the requested publication has already been transcribed into another format by checking the department's own files or the Legislative Library.

Documents required in large print format should be requisitioned from the Queen's Printer on requisition form PSF 29 (Communication and Information Resources Division).

Braille or audiotape transcription services should be purchased from the Canadian National Institute of the Blind through contract 99-6 negotiated between CNIB and Government Services. Allow 2-3 weeks time for production. Two copies of print material should be supplied for audiotapes; one is sufficient for braille. CNIB is currently responsible for the master; three copies of an audiotape are available at the time of the request at no extra charge.

To contact CNIB, please call:

Director of Transcription Services 774-5421.

While large print format will be provided in the language of the document, i.e., English or French, if translation into another language is required, e.g., French, this should be treated as a request for Translation Services. Similarly, audiotapes from CNIB are usually produced in English; any requests for translation should be made to the Translation Services Branch at 945-3096.

Depositing Information with the Legislative Library

One copy of print material which has been produced in another format should be filed centrally with the Legislative Library, 200 Vaughan St. This will be available for on-site use or inter-library loan. New offerings will be listed in Manitoba Government Publications, circulated monthly. A list is available on request. Inquiries may be made to the Reference Desk at 945-4330.

Depositing a copy with the Legislative Library will save both time and money on future requests. Documents in alternate formats will also be listed with the National Library of Canada and added to the CANUC:II data base, a resource for all libraries serving disabled persons. All materials deposited with the Library should bear the date of production. For future requests, clients should be made aware that the copy in the Legislative Library may not be an updated version of an act, regulation or document.

Information Services

Information Services provides several services to assist visually or hearing-impaired persons in their access to government information.

Each week, a summary of government news releases is produced on audiotape. This service is available toll-free to any Manitoban through Citizens' Inquiry from 8 a.m. - 5 p.m., Monday to Friday. The telephone number is 1-800-282-8060. The service is also available on a 24-hour basis to Winnipeg residents. The number is 943-6119.

Citizen's Inquiry operates a Telecommunications Device for the Deaf (TDD) during their regular business hours and will provide information on provincial or federal government programs and initiatives. The TDD number is 945-4796.

Citizens' Inquiry will refer callers to appropriate information sources and will also read a news release on request.

Information Services tape records government news conferences and will make audiotapes available on request.

Audio or videotapes of all government news conferences are also available to anyone through the Manitoba Archives.

All news releases issued by the Information Services Branch are available in large print.

Charges for Services

Charges for services will usually be assigned to the program area concerned, unless otherwise directed and budgeted within a department, e.g., the Communications Branch.

In the case of a statute or regulation requested from Statutory Publications, the charge for the alternate format would be made to the department and program area normally responsible for the cost of printing. Transcription services by CNIB would also be invoiced to the relevant program area, as advised by the contact person.

Departments should identify expenditures for alternate formats, where possible, in the annual Communications Plan.

The contact person in each department should advise the program area of any charges assigned to them for transcription services. Similarly, the Access Co-ordinator in Statutory Publications will advise program areas of any requests and charges that may be assigned to them.

The charge to the person making the request, as stated in the policy, will be "at the same cost normally charged to persons who are not disabled."

Recording Expenditures

Object Code 443 (Printing of collateral/promotional materials in support of a public information initiative) should be used to record expenditures for alternate formats. The following breakdown should be used to capture these expenditures on a more detailed level:

- 4436 large print format or braille
- 4464 audiotapes for print-handicapped persons.

ACCESS TO PUBLIC MEETINGS AND HEARINGS

The Policy....

"That the Province ensure that public meetings and hearings, which it sponsors, are made reasonably accessible to disabled members of the public."

Meetings Covered

The policy covers public meetings and hearings which are open to any member of the public. Notice may be provided by invitation, poster or promotion in print or electronic media. It does not cover closed meetings such as board or committee meetings which may not be open to the public.

Wheelchair Access

The location for meetings and hearings should be wheelchair accessible, if feasible, unless it can be demonstrated that such facilities are unavailable and that relocation and/or rescheduling of the meeting is not possible.

Deaf and Hearing-Impaired Access

Specific arrangements for improved access is the responsibility of the sponsoring body where:

- deaf and hearing-impaired Manitobans would likely have a specific interest in the subject matter of the public meeting or hearing.
- it is one of a series of public meetings or hearings addressing an issue of broad public interest.

Public Notices

The international symbol for wheelchair access and the symbol for hearing access should appear in public notices if access has been arranged. A brief statement should be made in radio ads. Where deaf and hearing-impaired access has not been pre-arranged but can be arranged when notice is given, the notice should state "5 days notice required" after the symbol.

The department sponsoring the activity is responsible for any statement or ensuring that the symbol for wheelchair access or hearing access is indicated in any artwork. Logo sheets may be ordered from Management and Purchasing, Communication and Information Resources Division, by calling 945-~~6059~~.0239

See samples of radio spot and public notices on pages 13-15.

Service Options

When a request is received for deaf or hearing-impaired access, the sponsoring body should ascertain:

- Are sign or oral interpretation services needed?

- Is the installation of an infrared or magnetic induction loop system required or in operation? Very few facilities in Manitoba are equipped with such systems.

Services and/or equipment:

In sign language interpretation, an interpreter facilitates communication from English into American sign language and vice versa to enable hearing and deaf or hearing-impaired people to communicate.

In oral interpretation (Oral Communication Facilitation), a facilitator uses a combination of lip-reading, mouthing and gestures to assist communication. This may be used when the hearing-impaired person doesn't understand sign language.

Sign or oral interpretation services can be obtained from Independent Interpreter Referral Services under contract 99-5 between IIRS and Government Services. Early notice is required. Due to limited resources, it is helpful to involve IIRS in the planning stages of a meeting.
To contact IIRS, please call 475-6332.

Special wireless sound transmission systems can sometimes be temporarily installed to provide hearing access. Two of the systems that can be rented are magnetic loops and infrared light.

In magnetic loop systems, a cable is run around the room. The signal from the microphone is fed into the loop and changed into a magnetic field that can be converted into sound for listeners with hearing aids adapted for this feature.

In infrared systems, the signal from the microphone is fed into a "radiator," which is like an antenna, mounted on a stand or the ceiling. Using infrared light, the radiator is able to convert the signal into sound that can be heard through special receivers connected to some hearing aids or through a special pair of earphones.

Infrared or magnetic induction loop equipment can be obtained from Infrared and Magnetic Induction Loop Rentals. To contact, IMILR, please call David Sandeman, pager 4308, 944-9333.

Recording Expenditures

Object code 58 (Other Fees) should be used to record expenditures for services related to the needs of hearing-impaired people. The following breakdown should be used to capture the expenditure on a detailed level:

5881 Sign and oral interpretation services

5882 Infrared or magnetic induction loop equipment.

ACCESS TO GOVERNMENT SERVICES

- SIGN AND ORAL INTERPRETATION SERVICES -

The Policy

"To ensure that deaf and hearing-impaired persons receive oral and sign interpretation, when such is required to provide for reasonable access to government services."

Services Covered

Categories:	Examples
1. Services in which lengthy complex or sensitive communications are an integral element of the service.	-family dispute counselling -agricultural extension training courses.
2. Services where clarity and accuracy of communicated messages is critical.	-doctor or public health nurse discussion with a patient -communications in the court system.
3. Services identified by a deaf or hearing-impaired person which require sign or oral interpretation for effective access and use.	-any program or service so identified.
4. Right of equal access where a deaf or hearing-impaired person seeks and expects to meet with a government official. The policy would apply when the person indicates interpretor service will be required.	-the director of a program might meet with a member of the public seeking more specific information on the program.

Brief and simple communications or transactions which can be accomplished without sign or oral interpretation are not covered by the policy.These include speech (lip) reading, dialogue through the exchange of brief written notes, gestures and any combination of the above. This might take place at a reception desk to make an appointment or over a service counter to apply for a licence or pay a fee.

Service Options

The specific nature of the request should be determined:

- When will interpretation services be required?
- Is sign or oral interpretation preferred?

Interpreter services should be purchased from Independent Interpreter Referral Service under contract 99-5 between IIRS and Government Services. To contact IIRS, please call as soon as possible after the request to book the services of an interpreter 475-6332.

Recording Expenditures

Object code 58 (Other Fees) should be used to record expenditures for interpreter services. The following breakdown should be used to capture expenditures on a detailed level.

5881 Sign and oral interpretation services.

STANDARDS FOR LARGE PRINT PRODUCTION

PRINT SIZE

14 point type is considered the minimum size for large print materials, while 16 to 18 point is most commonly considered large type (see samples next page). Photocopiers vary in enlargement capability with the one in Queen's Printer allowing up to 156%. The largest available copy paper is 11" x 17".

PAPER

Since the bond paper used in photocopying is less opaque than that used in many publications, only one-sized copying is recommended in order to minimize print show-through from the other side which would be difficult to read. As a general rule, black type on white paper with a non-reflective finish provides a maximum of contrast without glare.

COLOR

Colored backgrounds on print pages, when photocopied, become a shade of gray, resulting in a loss of clarity and reduction of contrast between print and background. Adjusting the exposure level to the lightest possible setting usually reduces background "interference" sufficiently to produce readable print.

Care must be taken to ensure that colored print is reproduced clearly enough to be readable. Certain colors, particularly blue, are not picked up by some photocopiers. Adjusting the exposure level to a darker setting may result in clearer print, but in some cases this may result in the background becoming darker as well.

FORMAT

Since copying on one side of a page results in material twice as thick as the original, make sure the pages are easy to handle. Books for example, can be divided into volumes. If there are a lot of pages, they can be bound in covers with plastic coil (Cerlox) bindings and labelled.

QUALITY

Proofread the photocopied material against the original text to ensure that: no pages or parts of pages are missing, margins are straight and even, and contrast and clarity is sufficient.

Samples of Type Size

Most adults books are set in 10 to 12 point type, newspapers are often 8 point, and brochures 8 to 11 point. By comparison, 14 point type is considered the minimum size for large type materials. Large type materials are most commonly available in 16 to 18 point type size.

This is 12 point type.

This is 14 point type.

This is 18 point type.

This is 24 point type.

This is 30 point.

This is 36 point.

SAMPLE RADIO SPOT

PUBLIC HEARINGS TO ALLOW MANITOBANS THE OPPORTUNITY TO EXPRESS THEIR VIEWS ON THE MEECH LAKE ACCORD ARE NOW BEING HELD THROUGHOUT THE PROVINCE. THE MANITOBA TASK FORCE ON MEECH LAKE WILL HOLD ITS NEXT MEETING ON APRIL 24TH AND 25TH AT THE KEYSTONE CENTRE IN BRANDON. THE CENTRE HAS WHEELCHAIR ACCESS. FOR MORE INFORMATION OR IF YOU WOULD LIKE TO MAKE A SUBMISSION CALL COLLECT 945-4730.

Manitoba Task Force on Meech Lake

An opportunity to express your views regarding the Meech Lake Constitutional Accord:

Friday, April 14, 1989
Times to be determined by Task Force
Garden Hill and Island Lake Area

Wednesday, April 19, 1989
10 a.m. to 12:30 p.m. and 2 p.m. to 5 p.m.
Westwood School, Multi-Purpose Room
46 Mallard Cres., Thompson, Man.

To register for an appearance or further information call Winnipeg collect:

5 days notice required

945-4730

Manitoba Task Force on Meech Lake

The Manitoba Task Force on Meech Lake will begin hearings throughout the Province to allow Manitobans the opportunity to express their views with regards to the Meech Lake Accord. The Task Force is comprised of six Members of the Legislature, and neutrally chaired by Prof. Wally Fox-Decent.

Meetings will be held in the following areas;

- Winnipeg — Thursday, April 6, 1989; Thursday, April 27, 1989; Friday, April 28, 1989; Saturday, April 29, 1989
- Winkler — Tuesday, April 11, 1989
- Island Lake — Friday, April 14, 1989
- The Pas — Tuesday, April 18, 1989
- Thompson — Wednesday, April 19, 1989
- Brandon — Monday, April 24, 1989; Tuesday, April 25, 1989
- Dauphin — Wednesday, April 26, 1989

(Dates subject to change)

Please watch for the next advertisement in your local paper or listen to your radio station for information regarding dates, times and exact locations.

Presentations will be limited to Manitoba residents with a 20-minute time limit and 10 minutes allowed for questions by the Task Force.

All locations will have simultaneous French/English translation unless specified otherwise.

Information pamphlets providing details will be available at the Clerk's office or local municipality offices.

Individuals or organizations wishing to appear may register with the Clerk's office by telephone, or in writing. Briefs may be oral and/or written. Written briefs may be forwarded to the Clerk of Committees, or delivered to the Clerk at the meeting. It is requested that at least 15 copies of written briefs be provided, if possible.

Clerk's Office
Room 237 Legislative Building
450 Broadway, Winnipeg, Manitoba R3C 0V8

945-4730

(Collect calls will be accepted)

For more information, contact:

Office of the Co-ordinator
Decade of Disabled Persons
945-5351 (in Winnipeg)
945-8531 (TDD)

Citizens Inquiry Service
945-3744 (in Winnipeg)
1-800-282-8060 (TDD capable-toll free)